

# Navy Mobilization Processing Site

Norfolk, Virginia  
23511



## Demobilization Transition Brief

*Operation Noble Eagle*

May 01, 2003



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## **NMPS CHAIN OF COMMAND**

OFFICER IN CHARGE	LCDR CLAUDIA MACON	(757)445-2435 <b>DSN:565</b>
AOIC	LT SUSAN HOLLIDAY	(757)445-6960
PROCESS COORDINATOR	CWO2 SHELLY LEWIS	(757)445-6960
LEADING CHIEF PETTY OFFICER	PNC ROSA STANCIL	(757)445-2435
TPU SUPPORT	GMC JIM BORTON	(757)445-6960
LEADING PETTY OFFICER	QM1 SUSAN HAWKINS	(757)444-9171
ASSISTANT LPO	YN1 TAMMY WEAVER	(757)444-9171
NMPS CDO (1630-0730) incl. weekends		(757)618-1222
TRANSIENT PERSONNEL UNIT CDO		(757)445-1640

## **NMPS INFORMATION**

Hours of Operation: 0730-1600  
Phone number: (757)444-3294/9171  
CDO Phone: (757) 618-1222  
TPU Quarterdeck: (757) 444-1640 after 1600

## **SUPPORT SERVICES**

1. Billeting is located at S-30 Wall Manor and the room rates are:  
\$16.00/day. (757)402-4553

2. Galley hours of operation and meal costs:

Breakfast \$1.35/\$1.60	M-F 0530-0730	Sat/Sun 0700-0800
Lunch \$2.70-\$3.25	M-F & Sun 1030-1230	Sat. 1100-1230
Dinner \$3.70-\$4.45	M-Sun. 1600-1730	

**\*\*PLEASE NOTE FOR PER DIEM YOU WILL RATE THE GOVERNMENT MEAL RATE (GMR) WHICH IS \$10.00/DAY PER THE JFTR.**

3. There are also the following services provided at Bldg. C-9: Food Court, Convenience Store, Dry Cleaners, Post Office, and Barbershop.

4. The INTERNET CAFÉ is located in Bldg. C-9 on the 2<sup>nd</sup> deck and can be used to do any web related activities you need to complete. **Hours of Operation: Monday-Sunday from 1000-2300hrs.**

## **MISCELLANEOUS INFORMATION CHECKLIST**

- \_\_\_1. DOD DIRECTIVE 1332.35 STATES THAT ALL SEPARATING PERSONNEL ARE ELIGIBLE TO ATTEND A TAP CLASS UP TO 180 DAYS AFTER DATE OF SEPARATION. IF YOU ARE INTERESTED IN ATTENDING A TAP CLASS, CONTACT YOUR LOCAL FFSC FOR A CLASS QUOTA.
- \_\_\_2. CONTACT THE DISABLED AMERICAN VETERANS (DAV), AMERICAN VETERANS (AMVETS), VETERANS OF FOREIGN WARS, OR STATE VETERANS ADMINISTRATION TO REVIEW YOUR MEDICAL RECORD AND EVALUATE IT FOR POSSIBLE DISABILITIES INCURRED DURING SERVICE.
- \_\_\_3. COMPLETE AN AUDIT OF YOUR SERVICE RECORD TO ENSURE ACCURACY AND COMPLETENESS.
- \_\_\_4. CONTACT YOUR NAVY COLLEGE OFFICE FOR YOUR S.M.A.R.T (SAILOR/MARINE AMERICAN COUNCIL ON EDUCATION REGISTRY TRANSCRIPT), OR GO TO THE NAVY COLLEGE WEBSITE: [HTTP://SMART.CNET.NAVY.MIL](http://SMART.CNET.NAVY.MIL) TO VIEW/PRINT YOUR *UNOFFICIAL* COPY OR REQUEST AN OFFICIAL COPY.
- \_\_\_5. FOR INFORMATION ON YOUR DD FORM 2586 VERIFICATION OF MILITARY EXPERIENCE AND TRAINING (VMET) VISIT WEBSITE AT [WWW.DMDC.OSD.MIL/VMET](http://WWW.DMDC.OSD.MIL/VMET)
- \_\_\_6. VERIFY ELIGIBILITY FOR VETERANS EDUCATION BENEFITS (GI BILL, MGIB, VEAP) WITH THE VETERANS ADMINISTRATION BY CALLING 1-800-827-1000 OR VISIT THEIR WEBSITE AT [WWW.GIBILL.VA.GOV](http://WWW.GIBILL.VA.GOV)
- \_\_\_7. CONTACT THE STATE VETERANS AFFAIRS OFFICE IN THE STATE YOU RESIDE TO VERIFY ANY ADDITIONAL BENEFITS YOU MAY BE ENTITLED TO BY CALLING THEM OR VISITING THEIR WEBSITE AT [WWW.NASDVA.COM](http://WWW.NASDVA.COM)
- \_\_\_8. IF ELIGIBLE, CONTACT YOUR PERSONAL PROPERTY OFFICE TO SCHEDULE MOVEMENT OF YOUR HOUSEHOLD GOODS. NAVSTA NORFOLK HOUSEHOLD GOODS OFFICE PHONE (757) 443-3700.
- \_\_\_9. VISIT [WWW.DODTRANSPORTAL.ORG](http://WWW.DODTRANSPORTAL.ORG) FOR TRANSITION AND JOB INFORMATION.
- \_\_\_10. OBTAIN 3 BLANK TRAVEL VOUCHERS (DD FORM 1351-2) FROM YOUR PSD OR PERSONNEL OFFICE. TRAVEL VOUCHER(S) MUST BE COMPLETED AFTER TRAVEL AND MAILED TO SEPARATING ACTIVITY FOR LIQUIDATION. **(THE FINAL TRAVEL CLAIM FOR RESERVISTS WILL BE SETTLED BY THE PSD THAT SUPPORTED THE RESERVISTS ULDUSTA, I.E. THE PSD WHERE THE INTERIM/PARTIAL PAYMENTS WERE MADE.)**
- \_\_\_11. OBTAIN NAMES AND PHONE NUMBERS OF THOSE INVOLVED IN YOUR SEPARATION PROCESS (I.E. PERSONNEL, DISBURSING AND MEDICAL). RETAIN WITH OTHER IMPORTANT SEPARATION PAPERWORK FOR FUTURE REFERENCE OR FOLLOW-UP.
- \_\_\_12. **MAKE SURE YOUR CERTIFICATE OF RELEASE OR DISCHARGE FROM ACTIVE DUTY (DD FORM 214) IS COMPLETE AND ACCURATE.**

## **SEPARATION TRAVEL PAY/PER DIEM ENTITLEMENTS**

[www.dtic.mil/perdiem](http://www.dtic.mil/perdiem)

### **Reference: - JOINT FEDERAL TRAVEL REGULATION (JFTR)**

1. The final travel claim for mobilized reservists will be settled by the PSD that supported the reservists ULDUSTA, i.e. the PSD where the reservist's active duty station would make final settlement. Claims sent to any other PSD delay final settlement.
2. Travel pay is based on mode of transportation authorized (i.e., POV, commercial air).  
Member = \$.36/mile
3. Obtain travel vouchers: DD FORM 1351-2 (MEMBER), from local PSD/personnel office prior to departing.
4. For further assistance after separation, retain points of contact and telephone numbers from the personnel and disbursing offices of your separating activity. Completed travel claims must be liquidated by YOUR ACTIVE DUTY COMMAND ACTIVITY.

### **"CERTIFICATE OF RELEASE OR DISCHARGE FROM ACTIVE DUTY- DD214"**

### **Reference: - BUPERSINST 1900.8**

1. The DD Form 214 is the KEY DOCUMENT TO RECEIVING ALL VETERAN BENEFITS. The DD Form 214 will be prepared to cover your period of recall.
2. Your DD Form 214 must be completed and signed prior to separation or terminal leave. The original (copy 1) and member's copy (copy 4) will be mailed to you on your separation/discharge date.
3. **DD Form 214 blocks information:** Most blocks on this form are self-explanatory. The following blocks are highlighted for your information. \*\*\* **IMPORTANT NOTE** \*\*\* **ALL SHADED AREAS MUST BE ACCURATE WITH NO ERASURES, STRIKEOVERS, WHITEOUTS OR CORRECTIONS OF ANY KIND. ANY ALTERATIONS MADE TO THE SHADED AREAS OF THIS DOCUMENT WILL CAUSE THE FORM TO BE NULL AND VOID.**
6. Reserve Obligation Termination Date - If you have not completed your Military Service Obligation (MSO) (initial 8 year contract) this block will have the date your MSO ends. If you have completed your MSO, this block will have "N/A."
- 9: Corresponds with block 6. Personnel being released, who have not completed their MSO, will have "Naval Reserve Personnel Center, New Orleans, LA 70149" or your Navy Reserve Activity.
- 10: Amount of your SGLI coverage, or "NONE."
- 11: All Navy Enlisted Classification (NEC), or Navy Officer Billet Codes (NOBC) held for one year or more will be listed by title(s) and length of time.
- 12: (a) Date entered active duty. (b) Last day of terminal leave or date separated if selling back leave. This figure includes travel days back to the NRA, a day to re-affiliate, then return home. (c) Subtract b from c. (d) The total time off of any previous DD214s plus any periods of AT. Drills days do not count. A current point capture sheet is an invaluable calculating tool. (e) The total time the initial was a drilling reservist, less periods of AT. Adding blocks c, d, e will give total federal service. (f/g) These blocks cover this period of service only.
- 14: To assist former service members in employment placement and job counseling, this block will provide all formal in-service schools/training courses successfully completed during this period of service.
- 15a: For those who contributed to the Veterans Educational Assistance Program (VEAP).
- 15b: Must be marked "YES" in order to receive GI Bill benefits.
- 17: If Dental is unable to complete **ALL** of your required dental work prior to separation--this block must be marked "NO". This allows you to apply for dental treatment through the DVA within 90 days of separation.

18: Remarks block. Have all the entries in this block explained to you by your separation clerk.

19a: Provide an **accurate** permanent mailing address.

20: Marking "YES" enables the Director of Veterans Affairs in your state to receive copy 6 of your DD 214. Your state may offer additional benefits (i.e.: tuition-free schools, one-time cash bonus for Persian Gulf War participation, etc.). Check with your State Director of Veterans Affairs.

23: The type of separation you received appears in this block. **(Released From Active Duty)**

24: The character of service appears in this block. This block identifies your discharge/release as Honorable, General (Under Honorable Conditions), Other Than Honorable, etc.

26: Your three-character separation code will appear in this block. This code identifies why you are separating. Ensure that the separation clerk shows you your code from the DD 214 instruction to prevent errors. For Reservist completing required active service, the code is "MBK".

27: This block is for **enlisted personnel** and identifies your Reenlistment/Reentry (RE) code. This code indicates your eligibility to reenlist or to affiliate with the Guard or Reserve. Ensure that the separation clerk lets you read this code from the instruction as indicated above. Officer personnel have "N/A" in this block.

30: **Initial this block to receive copy 4 of your DD 214.**

#### **Distribution of the DD 214:**

Copy 1: The original is given/or mailed to you on the date of separation.

Copy 2: Is retained in the service record.

Copy 3: Is sent to the Department of Veterans Administration Data Processing Center.

Copy 4: Is also given/or mailed to you with the original. This copy is important for verification of entitlement of unemployment compensation and other VA benefits.

Copy 5: Is sent to the U. S. Department of Labor.

Copy 6: Is sent to the State Director of Veterans Affairs, if a state is listed in block 20 and "YES" is checked.

Copy 7: Is retained in the service record.

Copy 8: Is retained by the separation activity for 2 years from date of separation. (Copies may be requested from separating agency for 2 years from date of separation).

4. **Request for Correction.** A correction request must contain your full name, rank/rate, social security number, periods of service, and current mailing address. The correction requested must also be identified. If a copy of the DD 214 for which the request is being made is available, it should be forwarded with the request to one of the following locations:

- a. Members on Active Duty or within 6 months after discharge from Active Duty, retired, or transferred to the Fleet Reserve: Naval Personnel Command (Pers-312), 5720 Integrity Drive, Millington, TN 38055-3120.  
<http://www.persnet.navy.mil/pers312>
- b. Members released to Naval Reserve to complete reserve obligation: Commanding Officer, Naval Reserve Personnel Center (N33), New Orleans, LA 70149-7800. <http://www.nrpcweb.nola.navy.mil>
- c. More than 6 months after discharge, retirement, or transfer to Fleet Reserve: National Personnel Records Center, (Military Personnel Records), Navy Reference Branch, 9700 Page Avenue, St. Louis, MO 63132-5100  
<http://www.nara.gov/regional/stlouis.html>

**INSERT**

**DD 214  
(ENLISTED)**

**INSERT**

**DD 214  
(OFFICER)**



## **MICROFICHE SERVICE RECORD**

1. It is recommend that you obtain a copy of your Microfiche Service Record. You may request a copy by filling out a Microfiche Order Form and mail or fax it to PERS 313C. BUPERS needs your signature on the request. You can order a pocket viewer for \$4, but if you have access to a regular viewer, you might want to use that instead. (Try your Supply or Personnel Departments or your local Library.) You may also view your Performance Summary Records (PSRs) online at [www.bol.navy.mil](http://www.bol.navy.mil).

- a. Prior to discharge or shortly after discharge, obtain a free copy of microfiche service records from:  
Electronic Military Personnel Records System (EMPRS): [www.bupers.navy.mil/pers31](http://www.bupers.navy.mil/pers31)

Naval Personnel Command (PERS-313C)  
5720 Integrity Drive  
Millington, TN 38055-3130  
(901)874-4194/3415 / DSN 882-4194/3415  
FAX (901)874-2664 / DSN 882-2664

Documents listed below are included in the Navy Microfiche Record

<b><u>Officer Fiche Row</u></b>			<b><u>Enlisted Fiche Row</u></b>		
1	A-E Photo & Fitreps F-G Medals & Awards	1E	A Procurement B Assignments C&D Admin remarks E&F Separation		
2	A Education B Qualifications C&D Appointments & Promotions E Reserve Status F Service Determination	2E	A-C Performance D Training & Education E Awards & Medals F&G Adverse matter		
3	A&B Security/Personal History C Emergency Data D Record Changes E&F Citizenship/Biography G Personal Data	3E	A Emergency Data B Record Changes C Security D Miscellaneous E Medical F Inquiries/Responses G Personal		
4	A-G Orders	4E	A-G Enlisted Closeout		

## **MILITARY OBLIGATION**

Your Military Service Obligation (MSO) has not changed due to service in support of this activation or contingency.

## **UNIFORMS**

You must retain a full seabag until 90 days after expiration of obligated service or anytime under military contract.

EMAIL MEMORANDUM - PLEASE ENSURE WIDEST DISSEMINATION

From: Deputy Assistant Judge Advocate General (Legal Assistance)

Subj: LAPA 01-11 USERRA

# UNIFORMED SERVICES EMPLOYMENT AND REEMPLOYMENT RIGHTS ACT (USERRA)

## *Servicemember's Information Paper*

The Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) is a federal law which gives members and former members of the U.S. armed forces (active and reserves) the right to go back to a civilian job they held before military service.

**Who gets USERRA protection?** You probably qualify for USERRA protection if you meet all five of these tests:

1. **Job.** Did you have a civilian job before you went on active duty? *All* jobs are covered, unless your employer can prove the job was truly a temporary position. USERRA applies to all private employers, state governments, and all branches of the federal government.
2. **Notice. YOU (OR A RESPONSIBLE OFFICER FROM YOUR MILITARY UNIT) MUST GIVE ADVANCE NOTICE TO YOUR EMPLOYER BEFORE LEAVING FOR ACTIVE DUTY.** Notice can be oral or in writing, but you can best protect your rights by sending a letter by certified mail, or having your employer sign your copy of your letter, acknowledging receipt.
3. **Duration.** You can be gone from your civilian job for up to five years (total). Any absences from your employer protected under the previous law (VRRA) count towards your total. Most periodic and special Reserve and National Guard training does not count towards your five year total.
4. **Character of service.** If you are discharged, you must receive an honorable or general discharge. This test does not apply if you remain in the reserve component, but your employer can still require some proof from your unit that your period of service was honorable. A letter from your commander will suffice.
5. **Prompt return to work.** If you were gone up to 30 days, you must report back to the first shift which begins after safe travel time from your duty site plus eight hours to rest. If you were gone 31 to 180 days, you must apply in writing for work within 14 days after completing military service. If you were gone 181 days or more, you must apply in writing for work within 90 days. Tell your employer you worked there before, and you left for military service.

**You are entitled to protections both while you are gone and when you return to work.**

1. **Health insurance during service.** If you ask for it, your employer must continue to carry you and your family on the company health plan for up to 30 days of service, at the normal cost to you. **TRICARE does not cover family members for tours of 30 days or less.** You can get up to 18 months of coverage, but your employer can pass on the full cost (*including the company's share*) on to you.
2. **Prompt reinstatement.** You get your job back immediately if you were gone 30 days or less. After longer service, you must get your job back within a few days.

3. **Status and Seniority.** For purposes of status, seniority, and most pension rights (including pay rate) you are treated as if you never left for military service. If your peers got promotions or raises while you were gone, you do too.
4. **Training and other accommodations.** Your employer must train you on new equipment or techniques, refresh your skills, and accommodate any service-connected disability.
5. **Special protection against discharge other than for cause.** If you are fired within a protected period, your employer must prove the firing wasn't because of military service. Your protected period varies with how long you were gone.
6. **Immediate reinstatement of health benefits.** You and your family may chose to go back on the company health plan immediately when you return to your civilian job. There can be no waiting period and no exclusion of pre-existing conditions, other than for VA-determined service-connected conditions.
7. **Antidiscrimination provision.** USERRA prohibits discrimination based on military service or military service obligation.
8. **Other benefits.** USERRA guarantees you certain rights. It does not eliminate any *other* benefits you may have from state law, contract, or collective bargaining agreement.

#### **Enforcement.**

1. The National Committee for Employer Support of the Guard and Reserve (ESGR), (800) 336-4590 or (703) 696-1400. ESGR provides ombudsmen who mediate reemployment issues between military members and their civilian employers. <http://www.esgr.org>. The site provides tips for reserve members and employers.
2. The U.S. Department of Labor Veterans Employment and Training Service (VETS), (202) 219-9110. The Department of Labor is responsible for resolving and/or investigating reemployment issues. <http://www.dol.gov/dol/vets>. The site has a Non-Technical Resource Guide to USERRA.
3. Contact your legal assistance attorney. Remember your military legal assistance attorney may not act as your personal attorney in reemployment disputes.
4. USERRA gives your the right to sue your employer in federal court. See 38 U.S.C. §§ 4301-33. If your lawsuit is successful, you may be able to recover court costs and attorney fees from your employer.

If you need additional information, contact us at [legalassistance@jag.navy.mil](mailto:legalassistance@jag.navy.mil).

//s// Ann M. DeLaney

## **UNEMPLOYMENT COMPENSATION**

### **Federal Law 5 USC 8521**

1. Ex-service members are eligible for unemployment compensation benefits provided:
  - a. Member was discharged or released under honorable conditions.
  - b. Officer did not resign for the good of the service.
  - c. Completed the first full term of active obligated service which was initially agreed to serve. (If you were discharged before completing your first full term, the discharge or release must be for an approved reason under the law. In many cases, active duty service must be for more than 365 continuous days).
2. Navy service members who are drawing retired pay are eligible for Unemployment Compensation Ex-service members (UCX) benefits. However, since Navy retirements are considered to be 100% Navy funded, unemployment benefits are reduced accordingly. Disability benefits received from the Veterans Administration are not deducted from unemployment benefits.
3. 26 weeks of benefits authorized (rates/eligibility requirements vary in each state).
4. By law, one week waiting period until receipt of first check.
5. Check with state employment/unemployment offices for details on eligibility.
6. Eligibility amount is based on pay grade and length of service.

**For questions about eligibility, please contact your State Employment Office. In Virginia you can contact the Virginia State Employment Office, (757) 431-4978 for verification of eligibility. Website: <http://www.vec.state.va.us/>**

## **TRANSITIONAL HEALTHCARE BENEFITS FOR RESERVE COMPONENT MEMBERS AND THEIR FAMILY MEMBERS**

Section 736 of the National Defense Authorization Act for 2002 (P.L. 107-107; 115 Stat. 1172) repealed section 1074b of title 10, United States Code, (U.S.C.) which previously provided transitional healthcare for members ordered to active duty in support of contingency operations and the dependents of those members. Section 736 also amended section 1145 of title 10, U.S.C., to make transitional healthcare under this provision permanent. Furthermore, it extended coverage under section 1145 to include Reserve component (RC) members ordered to active duty for more than 30 days in support of a contingency operation. Members with six or more years of total active federal service (indicated on the DD 214) are entitled to transitional healthcare for 120 days. Members with less than six years of total active federal service are entitled to transitional healthcare for 60 days. Dependent family members of RC members released from active duty on or after January 1, 2002, are retroactively entitled to the same benefits under the Worldwide TRICARE Transitional Healthcare Demonstration.

### **Transitional Healthcare Eligibility in DEERS**

**Reference:** <http://www.tricare.osd.mil/reserve>

Eligibility for transitional healthcare benefits will be reflected in the Defense Enrollment Eligibility Reporting System (DEERS) for eligible Reserve component members and their dependents. If the member is denied a medical claim because he or she has been improperly coded as ineligible in DEERS, the member should contact the Defense Manpower Data Center (DMDC) Support Office @ (800) 538-9552 or <http://www.dmdc.osd.mil> prior to resubmitting further healthcare claims. Appropriate documentation (Copy of order to active duty, and DD Form 214, Certificate of Release or Discharge from Active Duty) must be provided to DMDC to verify eligibility and recoding in DEERS. Once eligibility is established, healthcare claims may be resubmitted.

Eligible RC members and their dependents, who require an ID card for healthcare in a Military Medical Treatment Facility may use their Reserve ID cards for access, since eligibility will be reflected in DEERS. In the future, the member will receive a DD Form 2765, United States Uniformed Services Identification and Privilege Card when out-processing for release from active duty. Dependents may obtain a DD Form 1173-1, United States Uniformed Identification and Privilege Card reflecting transitional healthcare benefits. However, at this time the ID Card facilities do not currently have the capability to process ID cards reflecting transitional healthcare benefits. The DMDC Support Office can provide additional guidance.

### **Transitional Medical Benefits**

Eligible RC members and their families are entitled to healthcare benefits through the Military Healthcare System including space available care and TRICARE.

**TRICARE Prime:** RC members will automatically be disenrolled from TRICARE Prime upon release from active duty. The member must actively re-enroll him/herself and/or his/her family members if they wish to continue the TRICARE Prime benefit during the transitional healthcare period. To reenroll in TRICARE Prime, the member should contact the regional TRICARE managed care support contractor or their local TRICARE service center. The TRICARE website at [www.tricare.osd.mil](http://www.tricare.osd.mil) will link them to the region in which they will receive healthcare. From that link, they can find the correct phone number. The enrollment form is also available on the TRICARE website. The TRICARE Information Center can also help at 1-877-DoD Care (363-2273).

**NOTE:** Family members who were not enrolled during their sponsor's active duty period are eligible to enroll in TRICARE Prime. Members should be aware that all initial enrollment periods should begin on the first day of the month following the month in which the enrollment application is received by the contractor. If an application is received by the contractor after the 20<sup>th</sup> day of the month, enrollment will begin on the first day of the second month in which they were received by the contractor. In the interim, the member and his or her dependents may use TRICARE Standard or Extra. For more information, members can contact the regional TRICARE managed care support contractor or their local TRICARE Prime Remote under the Transitional Healthcare Program.

**TRICARE Standard or Extra:** No enrollment is required for TRICARE Standard or Extra, however, the beneficiary must be seen by a TRICARE Authorized Provider or Network Provider.

**NOTE:** If the member or eligible family members have other healthcare insurance, TRICARE becomes the second payer.

## **Transitional Dental Benefits**

Eligible Reserve component members and their families are entitled to transitional dental care on a space available basis at military dental treatment facilities only, which may be limited. However, the TRICARE Dental Program (TDP) is available for eligible Reserve component members, and their family members, if the member has at least a 12-month service commitment remaining. To enroll in TDP, the member should contact United Concordia (UCCI) at 1-888-622-2256.

If the member was enrolled in TDP prior to being ordered to active duty, he or she will automatically be reenrolled upon release from active duty. (If the member has completed the 12-month enrollment commitment prior to being called or ordered to active duty, he or she may contact UCCI to stop your automatic reenrollment). The member should verify his or her enrollment status with UCCI prior to seeking treatment. Family members who are enrolled prior to release from active duty will remain enrolled but will be responsible for paying the full premium.

For more information on eligibility for benefits, contact the DMDC Support Office or for questions about TRICARE contact the nearest TRICARE Regional Office.

### **TRICARE**

1-888-DoD-Care  
M-F 9am-7pm EST  
Sat 11am-4pm  
<http://www.tricare.osd.mil>

### **United Concordia**

Monday-Friday 8am-8pm EST  
Enrollment or Billing: 1-888-622-2256  
Claims Information: 1-800-866-8499  
<http://www.ucci.com>

### **DMDC Support Office**

Monday – Friday 5am-5pm PST  
1-800-538-9552  
<http://www.dmdc.osd.mil>

### **TRICARE REGIONS:**

- |                                     |                                      |                               |
|-------------------------------------|--------------------------------------|-------------------------------|
| (1) Northeast 888-999-5195          | (2) Mid-Atlantic 800-931-9501        | (3) Southeast 800-444-5445    |
| (4) GulfSouth 800-444-5445          | (5) Heartland 800-941-4501           | (6) Southwest 800-406-2832    |
| (7/8) Central 888-874-9378          | (9) Southern California 800-242-6788 | (10) Golden Gate 800-242-6788 |
| (11) Northwest 800-404-2042         |                                      |                               |
| (12) Alaska and Hawaii 800-242-6788 |                                      |                               |
- WESTPAC (Latin America, Canada, Puerto Rico, Virgin Islands, and Europe) 888-777-8343

**NOTE: ADSW – “Other Than” Contingency operations will have their benefits cease on midnight of the day of discharge!**

## **Continued Health Care Benefit Program (CHCBP)**

Reserve component members are eligible for the Continued Health Care Benefit Program (CHCBP) when they lose military health benefits and their transitional health care benefit period has expired. They also may enroll their family members for this coverage. CHCBP provides benefits similar to TRICARE Standard for a specific period of time (up to 18 months for members and their family members). They must enroll within 60 days of the date that their transitional benefit period expires and pay quarterly premiums (\$933 per individual, \$1966 per family). For more information about CHCBP, individuals may call toll free: **1-800-444-5445, option #4**, visit online at [www.humana-military.com](http://www.humana-military.com) or write to Humana Military Healthcare Services Inc., Attn: CHCBP, P.O. Box 740072, Louisville, KY 40201.

## **FLEET AND FAMILY SUPPORT CENTER (FFSC)**

The Fleet and Family Support Center has many programs and automated systems to help you and your family members find employment and successfully transition.

1. **Transition Assistance Program (TAP)** - 3 to 5 day program designed to help veterans find successful employment.  
<http://www.dodtransportal.org/>

TAP covers:

- a.
  - Identification of employment and training opportunities, and assistance in obtaining them
  - Labor market information
  - Civilian work place requirements
  - Resume, application and federal employment applications
  - Job analysis, job search and interview techniques
  - Identification of federal, state, local, military and veteran group employment assistance programs.
  - Procedures to obtain verification of job skills/experience
  - Information on how to obtain loans and assistance in starting a small business
  - Analysis of area you relocate to: employment opportunities, labor market, cost of living, cost and availability of housing, childcare, education, medical and dental care, churches, etc.
  - Reference source material for services you will need after separation
- b. You may attend TAP after separation at closest military installation where you reside. Contact the Fleet and Family Support Center or other service equivalent (if you live close to a military installation other than Navy) for a quota. For a complete list of TAP schedules log onto [www.staynavy.navy.mil](http://www.staynavy.navy.mil) and go into CAREER INFO then select OFFICER or ENLISTED then in the menu select TRANSITIONS.

### 2. **Online Resources:**

**Americas Job Bank** - an on-line resume service directly accessed by employers nationwide. Americas Job Bank:

<http://www.ajb.dni.us>

**DoD Job Search Web Site** – <http://dod.jobsearch.org/> is a site that offers job seekers an opportunity to find employers looking for veterans.

**Department of Defense Operation Transition** <http://www.dmdc.osd.mil/ot/> matches employers with veterans seeking employment.

3. **Employment Career Development Resource Center** - includes a spouse employment assistance program to assist you and your spouse in finding employment.

### 4. **Referral to Government and Private Programs for Job Search/Placement**

#### a. **Federal Job Opportunities**

- Local civilian personnel offices
- Office of personnel management
- Federal job opportunities listing - a BI-weekly publication of federal job vacancies worldwide

#### b. **State Employment Offices**

- Special consideration and priority for referral, testing and counseling. **Veterans have preference in applying for some federal jobs.**

- c. Small Business Administration (SBA) - helps you with everything you need to know about starting a business.
  - Research, money, licenses, patents, copyright material, etc.
  - Run by successful retired business people. Call 1-800-827-5722 or log on to [www.sba.gov](http://www.sba.gov)

5. **Financial Planning Assistance**

- a. Evaluation of personal budget to prepare you financially for transition.
- b. Get copy of credit report. Check local phone directory for credit reporting companies or contact:

EXPERIAN: 1-800-397-3742 [www.experian.com](http://www.experian.com) (\$8 per report)

Trans Union Corporation: 1-800-916-8800 or 1-800-682-7654 [www.tuc.com](http://www.tuc.com) (\$8 per report)

Equifax: 1-800-685-1111 [www.equifax.com/consumer/consumer.html](http://www.equifax.com/consumer/consumer.html) (\$8 per report)

6. **Counseling on Effects of Career Change** - Transition can be stressful and affect the whole family. FFSC has trained counselors to assist in:

- a. Identifying symptoms. Stress may cause depression, insomnia, fatigue, excessive drinking/smoking, physical illnesses, bursts of anger, mood swings, etc.
- b. Teaching you "stress-busting" skills - Open communication with family/ friends; order and routine; avoid discouragement; taking control of your future by establishing a transition plan; keeping a positive attitude; helping others helps you feel better; and don't keep fears, worries and plans inside - share with others!

7. **Workshops Offered**

- a. Career Planning/Job Search
- b. Resume Writing
- c. Interviewing Techniques
- d. Federal Employment
- e. Small Business
- f. Smooth Move

8. **Pre-Separation Counseling Checklist DD Form 2648** - All Reservists must review and sign.

**Website:** <http://www.staynavy.navy.mil>



<b>FLEET AND FAMILY SUPPORT CENTER DIRECTORY</b>					
<b>WEBSITE:</b> <a href="http://WWW.PERSNET.NAVY.MIL/PERS66/FFSCDIRNEW.HTM">WWW.PERSNET.NAVY.MIL/PERS66/FFSCDIRNEW.HTM</a>					
<b>Location</b>	<b>Commercial</b>	<b>DSN</b>	<b>Location</b>	<b>Commercial</b>	<b>DSN</b>
ANNAPOLIS MD	(410) 293-2641	281-2641	MILLINGTON TN	(901) 874-5075	882-5075
ATSUGI JAPAN	011-81-311-764-4189	315-264-4189	MERIDIAN MS	(601) 679-2360	637-2360
BAHRAIN	011-973-724-4046	318-439-4046	MONTEREY CA	(831) 656-3060	878-3060
BRUNSWICK ME	(207) 921-2273	476-2273	NAPLES ITALY	011-39-0817-24-4393	314-625-4393
CHARLESTON SC	(843) 764-7294	794-7294	NEW LONDON CT	(860) 694-3383	694-3383
CHINA LAKE CA	(760) 939-4545	437-4545	NEW ORLEANS LA	(504) 678-2647	678-2647
CORPUS CHRISTI TX	(512) 961-3722/2372	861-3722/2372	NEWPORT RI	(410) 841-2283/4	948-2283/4
DAHLGREN VA	(540) 653-1839	249-1839	NORTH SOUND WA	(360) 257-6289	820-6289
DISTRICT OF COLUMBIA	(202) 433-6151	288-6151	PASCAGOULA MS	(228) 761-2096	358-2096
EARLE NJ	(732) 866-2115	449-2115	PATUXENT RIVER MD	(301) 342-4911	342-4911
EAST SOUND WA	(425) 304-3367	727-3367	PEARL HARBOR HI	(808) 473-4024	315-473-4222
FALLON NV	(775) 426-3333	890-3333	PENSACOLA FL	(850) 452-5990	922-5990
FT GEORGE MEADE MD	(301) 677-6882/3/4	923-6882/3/4	ROOSEVELT ROADS PR	(787) 865-4975/3369	831-4975/3369
FT WORTH TX	(817) 782-5287/8	739-5287/8	ROTA SPAIN	011-34-956-82-3232	314-727-3232
GAETA ITALY	011-39-077-170-9818	314-627-7818	SAN DIEGO CA	(619) 556-7404	526-7404
GREAT LAKES IL	(847) 688-3603	792-3603	SARATOGA SPRINGS NY	(518) 583-2900	NA
GUANTANAMO BAY CUBA	011-53-99-4141/4143	723-3960 x4141	SASEBO JAPAN	011-81-611-752-3604	315-252-3604
GULFPORT MS	(228) 871-2581/3000	868-2581/3000	SIGONELLA ITALY	011-39-095-56-4291	314-624-4291
GUAM	(671) 333-2056/7/8/9	339-8629	ST MAWGAN UK	011-44-1637-85-3203	314-234-3203
HAMPTON ROADS VA	1(800) FSC-LINE (757) 444-2101	564-2101	VENTURA COUNTY CA	(805) 982-5037	551-5037
INGLESIDE TX	(361) 776-4551	776-4551	WEST SOUND WA BREMERTON & BANGOR	(360) 396-4115	744-4115
JACKSONVILLE FL	(904) 542-2766	942-2766	WHITING FIELD FL	(850) 623-7177	868-7177
KEFLAVIK ICELAND	011-354-425-7909	315-450-7909	WILLOW GROVE PA	(215) 443-6033	991-6033
KEY WEST FL	(305) 293-4408	483-4408	YOKOSUKA JAPAN	011-81-6160-43-6716	315-243-6716
KINGS BAY GA	(912) 673-4512	573-4512			
KINGSVILLE TX	(512) 516-6325/33	876-6325/33			
LA MADDALENA ITALY	011-39-0789-79-8205	314-623-8205			
LAKEHURST NJ	(732) 323-1224	624-1224			
LEMOORE CA	(209) 998-4042	949-4042			
LONDON UK	011-44-1895-61-6500	235-6500			
MARIETTA GA	(770) 919-6735	925-6735			
MAYPORT FL	(904) 270-6600	960-6600			

<b>MARINE CORPS FAMILY SERVICE CENTERS</b>					
<b>Location</b>	<b>Commercial</b>	<b>DSN</b>	<b>Location</b>	<b>Commercial</b>	<b>DSN</b>
ALBANY GA	(229) 639-5426	567-5426	JACKSONVILLE NC	(910) 449-6110/6185	752-6110
ARLINGTON VA	(703) 614-7200	224-7200	KANEOHE BAY HI	(808) 257-3655	457-3655
BARSTOW CA	(760) 577-6533	282-6533	KANSAS CITY MO	(816) 843-3653	894-3653
BEAUFORT SC	(843) 228-7353	335-7353	MIRAMAR CA	(858) 577-4099	267-4099
CAMP LEJEUNE NC	(910) 451-3212/19	751-3219/12	PARRIS ISLAND SC	(843) 228-3791	335-3791
CAMP PENDLETON CA	(760) 725-5361	365-5361	QUANTICO VA	(703) 784-2659/50	278-2659
CAMP BUTLER OKINAWA	011-81-611745- 3151	645-7810	SAN DIEGO CA	(619) 524-5728	524-5728
CHERRY POINT NC	(252) 466-4401	582-4401			

**USMC Toll Free Numbers:**

1-800-854-2131 (West of Mississippi River including Wisconsin)

1-800-336-4663 (East of Mississippi except Wisconsin)

**OTHER AGENCIES**  
**(USUALLY LOCATED AT LOCAL STATE EMPLOYMENT OFFICES)**

1. Local State Director of Veterans Affairs - To determine state benefits you may be entitled to, visit [www.nasdva.com](http://www.nasdva.com)
2. Local Veterans Employment Representative (LVER) - Coordinated by the Department of Labor to assist veterans in obtaining employment and benefits.
3. Disabled Veterans' Outreach Program (DVOP) - Coordinated by the Department of Labor to assist disabled veterans obtain employment and benefits.
4. Office of Personnel Management (OPM) - Gives preference for federal jobs to veterans with any disability rating. Special preference granted to veterans with 30% or greater disability. [www.usajobs.opm.gov](http://www.usajobs.opm.gov)
5. Disabled American Veterans (DAV) - A nonprofit association of wartime disabled veterans. These veteran's benefits experts are available to screen your medical records, at no cost to you, for possible VA disabilities and assistance in filing claims. (202) 554-3501. [www.dav.org](http://www.dav.org)

**ADDITIONAL ORGANIZATIONS**

1. American Veterans of World War II, Korea and Vietnam (AMVETS) - A nonprofit association of wartime disabled veterans. These veteran's benefits experts are available to screen your medical records, at no cost to you, for possible VA disabilities and assistance in filing claims. (301) 459-9600 [www.amvets.org](http://www.amvets.org)
2. Troops to Teachers - For those interested in teaching elementary or secondary school.
  - a. Must have Associates or Bachelor Degree; or you have 5 years from date of separation to obtain a degree.
  - b. For information: DANTES, CODE 02T, 6490 Sauflay Field Rd, Pensacola, FL 32509-5243 or 1-800-231-6242, (DSN) 922-1151. EMAIL: [ttt@voled.doded.mil](mailto:ttt@voled.doded.mil) or [www.voled.doded.mil/dantes/ttt](http://www.voled.doded.mil/dantes/ttt)
3. Additional Financial Assistance Opportunities:
  - a. "Need a Lift" brochure - provides scholarship, grant and loan opportunities; for information send \$3.00 to National Emblem Sales, P.O. Box 1050, Indianapolis, IN 42606.
  - b. US Department of Education - Information on scholarships 1-800-872-5326/ [www.ed.gov](http://www.ed.gov)
  - c. "All Ahead Loans" - 1-(800) SOS-LOANS
  - d. Department of Education's Federal Financial Aid Center - 1-800-433-3243
4. Defense Enrollment Eligibility Reporting System (DEERS) – 1-800-538-9552
5. Guide to the Reserve Member Family Benefits - <http://www.defenselink.mil/ra/documents/handbooks/benefits.pdf>

## **VA BENEFITS**

**1-800-827-1000**

[www.va.gov](http://www.va.gov)

1. To be eligible for VA Benefits you must have complete 24 months continuous active duty or full period for which ordered to active duty (at least 181 days) during peacetime and 90 days during wartime (RESERVISTS). (Verify individual eligibility with the DVA).
2. Prior to 8 September 1980, you must separate under conditions OTHER THAN DISHONORABLE with at least 181 consecutive days on active duty.

### **EDUCATIONAL BENEFIT**

[www.va.gov/education/Inquiry.htm](http://www.va.gov/education/Inquiry.htm)

Verify your educational benefits by contacting the Veterans Administration at 1-800-827-1000 or 1-888-442-4551. If there is a discrepancy, contact BUPERS (Code 604) 1-800-962-1425.

### **DENTAL**

If you have not received all required dental work prior to separation/discharge, you will have 90 days after separation/discharge date to contact the nearest VA hospital and make an appointment. Make sure block #17 of your DD Form 214 is correct.

### **Useful Department of Veterans Affairs Sites and Telephone numbers:**

<a href="#"><u><b>Vocational Rehabilitation and Employment</b></u></a>	<i>If you have a service connected disability, you may be eligible for this benefit.</i> <b>1-800-827-1000</b>
<a href="#"><u><b>Home Loans</b></u></a>	<i>Information for the home buying veteran.</i> <b>1-800-827-1000</b>
<a href="#"><u><b>Compensation and Pension</b></u></a>	<i>Information on Service Connected Disability Compensation, Survivors' Benefits, Non-Service Connected Disability Compensation.</i> <b>1-800-827-1000</b>
<a href="#"><u><b>Life Insurance</b></u></a>	<i>Information on VA Life Insurance.</i> <b>1-800-669-8477</b>
<a href="#"><u><b>Burial Benefits</b></u></a>	<i>Information on the VA's National Cemetery System. (National Cemetery Administration)</i> <b>1-800-827-1000</b>
<a href="#"><u><b>Hospital and Medical Benefits</b></u></a>	<i>Information on VA Medical Benefits.</i> <b>1-877-222-8387</b>
<a href="#"><u><b>VA's Debt Management Center</b></u></a>	<i>Information on resolving debts resulting from participation in the following VA programs: Montgomery GI Bill - Active Duty, Montgomery GI Bill - Selected Reserve, Survivors' and Dependents' Educational Assistance, Compensation and Pension and Loan Guaranty (home loans).</i> <b>1-800-827-0648</b>

September 11, 2002

**COMBAT VETERANS ARE ELIGIBLE FOR MEDICAL SERVICES FOR  
2-YEARS AFTER SEPARATION FROM MILITARY SERVICE  
NOTWITHSTANDING LACK OF EVIDENCE FOR SERVICE CONNECTION**

**1. PURPOSE:** This Veterans Health Administration (VHA) Directive establishes the policy and procedures for offering hospital care, medical services, and nursing home care to recent combat veterans for a 2-year period beginning on the date of the veteran's discharge for any illness, notwithstanding that there is insufficient medical evidence to conclude that their illness is attributable to their military service.

**2. BACKGROUND**

a. VA has the authority to provide medical care and other medical services to combat veterans even in the absence of proof of service connection. Title 38, United States Code (U.S.C.), Section 1710(e)(1)(D) specifies that the Department of Veterans Affairs (VA) may provide health care for a 2-year period to veterans who served on active duty in a theater of combat operations during a period of war, after the Gulf War or in combat against a hostile force during a period of "hostilities" after November 11, 1998, in accordance with the guidelines issued by the Under Secretary for Health. "Hostilities" is defined as conflict in which the members of the Armed Forces are subjected to danger comparable to the danger to which members of the Armed Forces have been subjected in combat with enemy armed forces during a period of war. Although VA appreciated that the wounds of military conflict are not always obvious, and that unexplained or difficult to diagnose illnesses are often associated with military conflicts, in the past the paucity of scientific knowledge regarding the relationship between military deployment and human health hindered VA's ability to establish the required connection between military service and veterans' health problems. This new statutory 2-year period also allows for the collection of basic health information to aid in the evaluation of specific health questions such as difficult to explain illnesses.

b. To determine whether a period of hostilities is within the scope of this special authority, VA relies upon the same citation and criterion used to determine eligibility for VA Readjustment Counseling Service contained in Title 38, U.S.C., Section 1712A, as it applies to veterans in service after November 11, 1998.

c. National Guard and Reserve personnel who were activated and served in a theater of combat or in combat against a hostile force may also be eligible. Many activated reserve and National Guard personnel lose routine access to military health care and assistance as soon as they leave active duty, and may require VA services immediately. National Guard and Reserve personnel are eligible for VA health care if they were ordered to active duty by a federal declaration, serve the full period for which they were called or ordered to active duty, and released or discharged from active duty under other than dishonorable conditions.

**3. POLICY:** It is VHA policy, in accordance with Title 38, U.S.C., Section 1710(e)(1)(D), veterans who served in combat operations during a period of war after the Gulf War, or in combat against a hostile force after November 11, 1998, must be provided hospital care, medical services, and nursing home care for any illness (exceptions are found in subpar. 4a(1)(a)) for a 2-year period following separation from military service, notwithstanding that there is insufficient medical evidence to conclude that such condition is attributable to such service.

**THIS VHA DIRECTIVE EXPIRES SEPTEMBER 30, 2007**

**VHA DIRECTIVE 2002-049**  
**September 11, 2002**

**NOTE:** *Veterans under this authority may be enrolled as priority category 6, and are not be subject to co-payments for care provided under this authority.*

**4. ACTION**

a. Medical center directors are responsible for ensuring that:

(1) Veterans who served in combat operations during a period of war after the Gulf War, or in combat against a hostile force after November 11, 1998, are provided with hospital care, medical services, and nursing home care for any illness (see subpar. 4a(1)(a) for exceptions), for a period of 2 years following separation from military service, notwithstanding that there is insufficient medical evidence to conclude that such condition is attributable to such service. **NOTE:** *The 2-year eligibility period begins on the separation date of the service member from active duty military service, in accordance with Title 38, U.S.C., Section 1710(e)(1)(D).*

(a) Such care may not be provided with respect to a disability that is found to have resulted from a cause other than the military service in combat operations. Combat veterans seeking treatment for health conditions claimed to be related to combat operations are to be evaluated clinically by means of a physical examination and appropriate diagnostic studies. In making this determination, the physician must consider that the following types of conditions are not ordinarily considered to be due to occupational or military activities:

1. Congenital or developmental conditions, e.g., scoliosis.
2. Conditions which are known to have existed before military service.
3. Conditions having a specific and well-established etiology and that began after military combat service, e.g., bone fractures occurring after separation from military service, a common cold, etc.

(b) Although the types of conditions listed in subparagraph 4a(1)(a) are not ordinarily considered to be due to combat service, if the staff physician finds that a veteran requires care under this provision for one or more of those conditions, the physician is to seek guidance from the facility Chief of Staff (COS) and the Registry Physician (RP) regarding the authorization for treatment. The decision and its basis must be clearly documented in the medical record and chart by the RP.

(2) Requests for medical services under this authority that do not meet the local VA Regional Office, as the veteran may still qualify for such services if the veteran's DD Form 214 shows award of an Armed Service Expeditionary Medal. **NOTE:** *Both active duty, Reservists and National Guard who were activated to a combat mission and then are subsequently separated from active duty will receive a DD Form 214, which may indicate such an award.*

(3) Eligible veterans from National Guard and Reservist forces who were activated and served during hostilities are provided these services. Except for specified exceptions, National Guard and Reserve personnel are eligible for VA health care under this authority if they were ordered to active duty by a federal declaration, serve the full period for which they were called or ordered to active duty, and released or discharged from active duty under other than dishonorable conditions. Title 38, U.S.C., Section 5303A, sets out in general the minimum active-duty service requirements that must be satisfied for eligibility for or entitlement to any benefit under Title 38 or any other law administered by the Secretary of Veterans Affairs. Those eligibility

**VHA DIRECTIVE 2002-049**  
**September 11, 2002**

requirements are based on the length of active duty served by a person who initially entered into such service after September 7, 1980. **NOTE:** *Questions about eligibility in the event that a reservist states that the period of active duty was shortened by DOD directive and not by a personal decision may be directed to Health Administration Service and/or Regional Counsel.*

b. Some combat veterans eligible for Readjustment Counseling Services are to be provided services under the criterion used to determine eligibility for VA Readjustment Counseling Service contained in Title 38, U.S.C., Section 1712A, as it applies to veterans in service after November 11, 1998.

(1) Veterans who served in the former Republic of Yugoslavia, including Bosnia and Kosovo, are eligible for Readjustment Counseling Services, and therefore the services under this authority. This eligibility is defined in VA Memorandum "Eligibility for Veteran Returnees from the Former Republic of Yugoslavia," from the Deputy Under Secretary for Health, to the Secretary of Veterans Affairs, dated April 26, 2000. That memorandum authorizes readjustment counseling services for such veterans, as demonstrated by Armed Forces Expeditionary Medals for one or more of three operations: Operation Joint Endeavor, Operation Point Guard, or Operation Joint Forge.

(2) New groups of veterans who serve in combat after November 11, 1998, who are found to be eligible for Readjustment Counseling Service are considered eligible for health care and other services.

## **5. REFERENCES**

a. Title 38, U.S.C., Section 1710 and 1712A.

b. VA Memorandum, "Eligibility for Veteran Returnees from the Former Republic of Yugoslavia," signed by the Deputy Under Secretary for Health, addressed to the Secretary of Veterans Affairs, dated April 26, 2000.

c. Title 38, U.S.C., Section 5303A.

d. VHA Handbook 1302.1, August 17, 2001, "Agent Orange Registry (AOR) Program Procedures."

**6. FOLLOW-UP RESPONSIBILITY:** The Chief Public Health and Environmental Hazards Officer (13) is responsible for the contents of this directive. Questions about this service should be addressed to the Environmental Agents Services (131) at (202) 273-8579.

**7. RESCISSIONS:** None. This VHA Directive expires September 30, 2007.

S/ by Ann Patterson for  
Robert H. Roswell, M.D.  
Under Secretary for Health

## BENEFIT TIMETABLE

YOU HAVE ...	BENEFITS ...	WHERE TO APPLY
10 YEARS FROM RELEASE FROM ACTIVE DUTY	<b>VETERANS EDUCATIONAL ASSISTANCE PROGRAM:</b> The VA will provide financial assistance for the education and training of eligible participants under the voluntary contributory education program. Vocational and educational counseling is available upon request.	ANY VA OFFICE
10 YEARS FROM RELEASE FROM ACTIVE DUTY	<b>MONTGOMERY GI BILL:</b> Eligible participants first entering active duty 7/1/85 through 6/30/88 or with old GI Bill eligibility meeting minimum service requirements, may receive financial assistance to go to college or a vocational program. Vocational and educational counseling is available upon request.	ANY VA OFFICE
12 YEARS FROM RELEASE FROM ACTIVE DUTY (GENERALLY FROM DATE OF NOTICE OF VA DISABILITY RATING)	<b>VOCATIONAL REHABILITATION:</b> As part of a rehabilitation program, the VA will pay tuition, books, tools or other expenses and provide a monthly living allowance. Employment assistance is also available to help a rehabilitated veteran get a job. A seriously disabled veteran may be provided services and assistance to increase independence in daily living.	ANY VA OFFICE
NO TIME LIMIT	<b>VA HOME LOAN GUARANTEE:</b> The VA will guarantee your loan for the purchase of a home, manufactured home, or condominium.	ANY VA OFFICE
NO TIME LIMIT	<b>NON-SERVICE CONNECTED DISABILITY OR DEATH PENSION:</b> Veterans with qualifying war time service who have reached age 65 or who are permanently and totally disabled due to non service connected disabilities, may be eligible to a monthly pension benefit depending on income. Surviving spouses and dependent children may also qualify.	ANY VA OFFICE
1 YEAR FROM THE DATE OF MAILING NOTICE OF INITIAL DETERMINATION	<b>APPEAL TO BOARD OF VETERANS APPEALS:</b> Appellate review will be initiated by a notice of disagreement and completed by a substantive appeal after a statement of the case has been furnished.	VA OFFICE OR HOSPITAL MAKING THE INITIAL DETERMINATION
NO TIME LIMIT	<b>MEDICAL CARE:</b> The VA provides a wide range of medical care benefits, including help for alcoholism and other drug dependency, to veterans with a service-connected disability and to non-service-connected disabilities who meet certain eligibility criteria.	ANY VA OFFICE
NO TIME LIMIT	<b>READJUSTMENT COUNSELING:</b> General or psychological counseling is provided to assist in readjusting to civilian life.	ANY VA OFFICE OR HOSPITAL
WITHIN 90 DAYS OF SEPARATION	<b>ONE TIME DENTAL TREATMENT:</b> The VA provides one time dental care for certain service connected dental conditions.	ANY VA OFFICE OR HOSPITAL



## BENEFIT TIMETABLE – CONTINUED

YOU HAVE...	BENEFITS...	WHERE TO APPLY
NO TIME LIMIT	<b>DENTAL TREATMENT:</b> Treatment for veterans with dental disabilities resulting from combat wounds or service injuries and certain POWs and other service connected disabled Veterans.	ANY VA OFFICE OR HOSPITAL
2 YEARS FROM NOTICE OF VA DISABILITY RATING	<b>SERVICE-DISABLED VETERANS INSURANCE:</b> Low cost term life insurance for veterans with service connected disabilities. Veterans who are totally disabled may apply for a waiver of premiums on these policies.	ANY VA OFFICE
120 DAYS OR 1 YEAR BEYOND WITH PROOF OF UNINSURABILITY OR UP TO 1 YEAR IF TOTALLY DISABLED	<b>VETERANS GROUP LIFE INSURANCE:</b> SGLI may be converted to a 5-year renewable term policy. At the end of the 5-year term, VGLI may be renewed or converted to an individual policy with a participating company. <a href="http://www.insurance.va.gov">www.insurance.va.gov</a>	OFFICE OF SERVICEMAN'S GROUP LIFE INSURANCE, 213 WASHINGTON ST NEWARK, NJ 07102 OR ANY VA OFFICE
NO TIME LIMIT	<b>EMPLOYMENT:</b> Assistance is available in finding employment in industry, in Federal service, and in local or state employment service.	LOCAL OR STATE EMPLOYMENT OFFICE OR OFFICE OF PERSONNEL MANAGEMENT
LIMITED TIME	<b>UNEMPLOYMENT COMPENSATION:</b> The amount of benefit and payment period vary among states. Apply after separation.	STATE EMPLOYMENT SERVICE
<30 DAYS = 1 DAY 31-180 DAYS=2 WEEKS >180 DAYS = 90 DAYS	<b>REEMPLOYMENT:</b> Apply to your former employer for employment.	EMPLOYER
HOW TO OBTAIN	Copies of "Federal Benefits for Veterans and Dependents," may be purchased from: Superintendent of Documents U.S. Government Printing Office Washington, D. C. 20402 <a href="http://www.vba.va.gov">www.vba.va.gov</a>	VETERAN'S BENEFITS 1-800-827-1000
60 DAYS with < 6 years of active service	<b>Medical and Dental Care</b> Reservists and family members must be enrolled in DEERS. <a href="http://www.tricare.osd.mil">www.tricare.osd.mil</a>	MID ATLANTIC 1(800) 931-9501 WORLDWIDE 1-888-363-2273
120 DAYS with > 6 years of active service	<b>Medical and Dental Care</b> Reservists and family members must be enrolled in DEERS. <a href="http://www.tricare.osd.mil">www.tricare.osd.mil</a>	MID ATLANTIC 1(800) 931-9501 WORLDWIDE 1-888-363-2273

# **VETERAN SERVICE ORGANIZATIONS**

[www.va.gov/vso/view.asp](http://www.va.gov/vso/view.asp)

## 1. National Service Organization

American Legion	Washington, DC	(202) 861-2700
American National Red Cross	Washington, DC	(202) 737-8300
AMVETS	Lanham, MD	(301) 459-9600
Blinded Veterans Association	Washington, DC	(202) 371-8880
Disabled American Veterans	Washington, DC	(202) 554-3501
Marine Corps League	Arlington, VA	(703) 207-9588
Military Order of the Purple Heart	Washington, DC	(703) 354-2140
Paralyzed Veterans of America, Inc.	Washington, DC	(202) 872-1300
Veterans of Foreign Wars of the United States	Kansas City, MO	(816) 756-3390
Vietnam Veterans of America	Washington, DC	(301) 585-4000

## 2. Other National Service Organizations Recognized by the VA

Air Force Sergeants Association	Marlow Heights, MD	(301) 899-3500
American Veterans Committee	Bethesda, MD	(301) 320-6490
Army and Navy Union, USA	Lakemore, OH	(233) 733-3113
Army/Air Force Mutual Aid Association	Arlington, VA	(703) 622-3060
Jewish War Veterans of the United States	Washington, DC	(202) 265-6280
Jewish Community Center Association	New York, NY	(212) 532-4949
National Tribune Corporation	Phurmant, MD	(412) 552-1350
Navy Mutual Aid	Arlington, VA	(800) 628-6011

## 3. Other Military Service Related Organizations

Air Force Association (AFA)	Arlington, VA	(703) 247-5800
Association of the United States Army (AUSA)	Arlington, VA	(703) 841-4300
Armed Forces Communications and Electronics Association	Fairfax, VA	(703) 631-6100
Marine Executive Association (MEA)	McLean, VA	(703) 734-7974
Navy League of the United States	Arlington, VA	(703) 528-1775
Non Commissioned Officers Association (NCOA)	San Antonio, TX	(703) 549-0311
The Retired Officers Association	Alexandria, VA	(703) 549-2311
West Point Alumni Association	West Point, NY	(845) 938-4600
Naval Reserve Association (NRA)	Alexandria, VA	(703) 548-5800

## 4. State Organization Recognized by VA-

Alabama Department of Veterans Affairs	Montgomery, AL	(334) 242-5077
Alaska Division of Veterans Affairs	Juneau, AK	(907) 586-7412
American Samoa-Veterans Affairs Office	Pago Pago	(011)(684) 633-4116
Arizona-Veterans Service Commission	Phoenix, AZ	(602) 255-4713
Arkansas-Department of Veterans Affairs	N. Little Rock, AR	(501) 370-3820
California-Department of Veterans Affairs	Sacramento, CA	(916) 322-1796
Colorado-Department of Veterans Affairs	Denver, CO	(303) 894-7474
Connecticut-Soldiers, Sailors, and Marine Fund	Hanford, CT	(860) 953-4345
Delaware-Commission of Veterans Affairs	Dover, DE	(302) 739-2792
District of Columbia-Office of Veterans Affairs	Washington, DC	(202) 273-5400
Florida-Department of Veterans Affairs	St. Petersburg, FL	(727) 898-4443
Georgia-Department of Veterans Service	Atlanta, GA	(404) 656-2300

## **VETERAN SERVICE ORGANIZATIONS - Continued**

Guam-Office of Veterans Affairs Services	Agana, Guam	(571) 475-4225	Hawaii-Office of Veterans
Idaho-Division of Veterans Services	Honolulu, HI	(808) 587-3000	
Veterans Affairs	Boise, ID	(208) 334-5000	Illinois-Department of
Indiana-Department of Veterans Affairs	Springfield, IL	(217) 782-6641	
Iowa-Department of Public Defender	Indianapolis, IN	(317) 232-3910	
Kansas-Veterans Commission	Des Moines, IA	(515) 242-6725	
Kentucky-Division of Veterans Affairs	Topeka, KS	(785) 296-3976	
Department of Veterans Affairs Louisiana	Louisville, KY	(602) 587-8122	
Maine-veterans Services	Baton Rouge, LA	(800) 488-5244	
Maryland-Veterans Commission	Augusta, ME	(207) 626-4464	
Massachusetts-Department of Veterans Services	Baltimore, MD	(410) 962-4700	
Michigan-Veterans Trust Fund	Boston, MA	(617) 727-3578	
Minnesota-Department Of Veterans Affairs	Lansing, MI	(517) 373-3130	
Mississippi-Veterans Affairs Board	St. Paul, MN	(612) 296-2562	
Missouri-Veterans Commission	Jackson, MS	(601) 576-4850	
Montana-Veterans Affairs Division	Jefferson City, MO	(573) 751-3779	
Nebraska-Department of Veterans Affairs	Helena, MT	(406) 841-3740	
Nevada-Commission for Veterans Affairs	Lincoln, NE	(402) 471-2458	
New Hampshire-State Veterans Council	Reno, NV	(702) 688-1155	
New Jersey-U.S. Department of Labor VETS	Manchester, NH	(603) 624-9230	
New Mexico-Veterans Service Commission	Trenton, NJ	(609) 292-2930	
New York-Division of Veterans Affairs	Santa Fe, NM	(505) 827-6300	
North Carolina-Division of Veterans Affairs	Albany, NY	(518) 474-3752	
North Dakota-Department of Veterans Affairs	Raleigh, NC	(919) 733-3851	
Ohio-Government office of Veterans Affairs	Fargo, ND	(701) 239-7165	
Oklahoma- Department of Veterans Affairs	Columbus, OH	(614) 466-5453	
Oregon- Department of Veterans Affairs	Oklahoma City, OK	(405) 521-3684	
Pennsylvania-Department of Veterans Affairs	Salem, OR	(503) 373-2388	
Puerto Rico-Department of Labor, Veterans Office	Indian Town Gap, PA	(717) 861-8901	
Rhode Island-Veterans Affairs	Hato Rey, PR	(787) 754-5353	
South Carolina-Division of Veterans Affairs	Bristol, RI	(401) 247-0850	
South Dakota-Division of Veterans Affairs	Columbia, SC	(803) 734-0200	
Tennessee-Department of Veterans Affairs	Pierre, SD	(605) 773-3269	
Texas-Veterans Commission	Nashville, TN	(615) 741-2345	
Utah-Veterans Services Center	Austin, TX	(512) 463-5538	
Vermont-Veterans Affairs	Salt Lake City, UT	(801) 524-6048	
Virginia-Division of War Veterans Claims	Montpelier, VT	(802) 828-3379	
Virgin Islands-Department of Veterans Affairs	Roanoke, VA	(703) 637-7104	
Washington- Department of Veterans Affairs	St Croix Virgin Islands	(340) 773-6663	
West Virginia -Division of Veterans Affairs	Olympia, WA	(360) 753-5586	
Wisconsin-Department of Veterans Affairs	Charleston, WV	(304) 558-3661	
Wyoming-Department of Veterans Affairs	Madison, WI	(608) 266-1315	
Naval Reserve Association	Cheyenne, WY	(800) 827-1000	
	Alexandria, VA	(703) 548-5800	

## **County Veterans Service Offices**

Each state maintains County Veterans Service Offices, also known as State Veterans Affairs Offices. They are located in the county seat of most counties throughout the nation. Services available include applications for benefits such as disability claims with the Department of Veterans Affairs, home loans, and Veterans death benefits. The service officers at these offices have been trained to assist Veterans in applying for and obtaining benefits related to military service and/or Veteran status.

## **SOCIAL SECURITY BENEFITS**

**1-800-772-1213**

[www.ssa.gov](http://www.ssa.gov)

1. Contact the Social Security Administration to request a Personal Earnings and Benefits (PEBS) Statement and to identify your benefits.

2. The following publications can be ordered to assist in a comprehensive understanding of benefits.

SOCIAL SECURITY - SSA Publication No. 05-10024

RETIREMENT - SSA Publication No. 05-10035

DISABILITY - SSA Publication No. 05-10029

SURVIVORS - SSA Publication No. 05-10084

3. Social Security benefits must be applied for and benefits are not usually paid retroactively for more than 12 months.

4. When you turn 65, your military Champus/Tricare medical benefit is replaced by Medicare. SSA has publications to help you understand Medicare.

Your Medicare Handbook - SSA Publication No. HCFA-10050

Guide to Health Insurance for People with Medicare - SSA Publication No. HCFA-02110

## **RESERVE PAY SYSTEMS**

### **SGLI**

Payments made while on active duty will not be recognized by the reserve pay system. When you return to drilling status the reserve pay system will try to satisfy the debt for the SGLI premiums that it assumed you have not paid.

### **Corrective Action:**

Send or fax a copy of your orders and last active duty LES to:

Fax to: (216)522-6661

Mail to: Director Reserve Pay (Code PMMACB)  
DFAS Center DWCF Cleveland  
1240 E. 9<sup>th</sup> Street  
Cleveland OH 44199

Phone Numbers: (216) 522-5334/5335

Email: Go to [www.dfas.mil](http://www.dfas.mil) and use the Contact Us feature.

### **Family Servicemember Group Life Insurance (FSGLI)**

Family SGLI Procedures Guide is at site: [www.insurance.va.gov/sglisite/default.htm](http://www.insurance.va.gov/sglisite/default.htm)

NAVADMIN 281/01 and NAVADMIN 317/02 are the driving instructions to this program.

## **DIRECTIONS TO ACCOMPANY BASE MAP**

### **Directions to Legal:** From J-50 Nimitz Hall

Take left out of building to the crosswalk on Bacon Street and take a right. Proceed to Pocahontas St. and take a left until the end. Legal is on the right side located in Bldg. A-50. Phone: 444-5300.

### **Directions to PSD:** From J-50 Nimitz Hall

Take left out of building to the crosswalk on Bacon Street, cross over to the double parking lot and walk straight to the brick building, Bldg. A-48 on Pocahontas Street. Go to the Transient Personnel entrance, 2<sup>nd</sup> deck at the top of the stairs, Room 211. Phone: 445-7919/7911.

### **Directions to Sewell's Point (Medical/Dental):** From J-50 Nimitz Hall

Make a left out of parking lot onto Gilbert Street to end of street. Make a left onto Maryland until you get to gate. Stay in left turning lane; turn left on Taussig Blvd. Medical is first building on right side before the traffic light. Dental is second building on right just beside medical (take a right at the traffic light). For physical exams, go to Hallway A, POC is Annette. POC for NMPS is HM1 Nutt or HM2 Davis, 445-1075. Tricare Representative is located across from immunizations.

### **Directions to Fleet & Family Service Center (FFSC) and Red Cross:** From J-50 Nimitz Hall

Make a left out of parking lot onto Gilbert Street to end of street. Make a left onto Maryland until you get to gate. Go straight out gate 2, Maryland turns into Hampton Blvd. Continue on Hampton Blvd. FFSC is located behind Navy Federal Credit Union (approximately one mile from base). Turn at Baker Street. Building SDA-344. Phone: 444-2102

### **Directions to the Galley:** From J-50 Nimitz Hall

Take a right when you exit Bldg. J-50. Cross Gilbert St. and to the right is Bldg. FAA.

**INSERT NAVAL STATION  
NORFOLK MAP**

# FORMS